



## MAKHUDUTHAMAGA LOCAL MUNICIPALITY

FINAL APPROVED SERVICE STANDARDS 2017/18

## INTRODUCTION

The Government made a commitment in 1984 that its special mandate is to provide which put the consumer first/people first could not be inculcated throughout the entire public service. In order to promote the notion of putting people first and to provide a framework for the transformation of Public Service Delivery the government introduced the concept of Batho Pele; in 1997 this notion was expanded into the White Paper on transforming Public Service Delivery, also known as the Batho Pele White Paper. The Batho Pele White paper identified 8 (eight) principles for the transformation of public service delivery, namely: appropriate services to all the people of the country and to achieve this it will require a total commitment by all people at all spheres of government. The new government made a promise to the people of South Africa that they would serve the people without discrimination, respecting the dignity of all and ensuring that the needs of the majority of the population, who have been disadvantaged in the past are met efficiently and effectively. It became evident that despite the government's commitment to service delivery its commitment of a better life for all would not be met unless the cultures of service delivery which put the consumer first/people first could be inculcated throughout the entire public service. In order to promote the notion of putting people first and to provide a framework for the transformation of Public Service Delivery the government introduced the concept Batho Pele in 1997 this notion was expanded into the White Paper on transforming Public Service Delivery, also known as Batho Pele White Paper. The Batho Pele White Paper identified eight principles for the transformation of public service delivery, namely:

Consultation, Services Standards, Access, Courtesy, Information, Openness and Transparency, Redress and Value for money

The service standard must ensure that the machinery of the government including local government takes its responsibility effectively and efficiently .

## BACKGROUND

The Makhuduthamaga Municipality exists in order to provide a service at a fair and acceptable cost, to each one of our consumer. Given this reason for our existence, a number of critical success factors can be identified for our business. Critical success factors are those components of a strategy where the organization must excel. It is necessary that the service standards indicate the level of service that our consumer

can expect from us. This level of service shall be applied consistently and has a purpose beyond merely creating a ruler according to which our performance can be measured. The White Paper on Transformation of Public Service Delivery (1997) sets out eight transformation principles which aim to transform public service delivery. This document, referred to as the Batho Pele (people first) Paper, favors the consumers and places the obligation on the service provider to deliver on the basic consumer requirement. The Batho Pele became compulsory in terms of Public Service Regulation, 2001; it states the following with regards to service delivery improvement programme. Part III C 1-an executive authority shall establish and sustain a service delivery improvement programme for his/her department. Part III C2-the executing authority shall publish an annual statement of service commitment which will set out the department's service standard that citizens and consumers can expect and which will serve to explain how the department will meet each of the standards.

The service are required in terms of the Municipal System Act to, provide the core principles, mechanisms and process for progression towards the social and economic upliftment of communities and ensure universal access to affordable basic services.

The Batho Pele principles remain central to the service standards, promoting service excellence in the public sector and encouraging the public to expect excellent service from us, the implementation arm of government. Our approach will be based on the principle that organizations achieve competitive advantage by providing their consumers with what they want, or need, better or more effectively than competitors and in ways which their competitors find difficult to imitate. To ensure that this advantage is achieved, the service standards are concentrating on the following:

What are our consumer value; and

How do the service standards provide this valued service to our consumer, inclusive of the activities that support us in providing this service in a sustainable manner?

The service standards are indicative of the level of service that may be reasonably expected from us, however, in reality factors related to staff numbers, operational funding and capital funding have a strong influence on the ability to provide an excellent service. The aim of the standards will not be punitive in nature, but rather seek to create a baseline from which improvements may be effected. The standards will be revised annually with service levels adapted to what is practically possible.

## BATHO PELE (people first)

The following eight principles apply to the services delivered by Makhuduthamaga municipality.

### Consultation

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services they are offered.

### Service standards

The service standards is a tool that helps one to measure the extent to which one is meeting one's set of objective. The standard must be done in consultation with the community and must be transparent and be made public, ensuring that the community is able to assess our performance. Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

### Access to services

All citizens should have equal access to services to which they are entitled.

### Courtesy

Citizens should be treated with courtesy and consideration. It is expected that our people (officials) who are in the front office to resolve all complaints and faults properly. Citizens must be received in a friendly manner.

### Information on the service provided

Citizens should be given full, accurate information about the public services they are entitled to receive.

### Openness and Transparency

Openness and transparency are required so as to build confidence and trust between the organization and the consumers. Citizens should be told how national and provincial departments and municipality are run, how they cost and who is in charge.

### Redress-Remedy to mistakes and failure that happen

If the promised standard of service is not delivered, citizens should be given an apology, a full explanation and speedy and effective remedy, and if complaints are made citizens should receive sympathetic and positive response.

## Value for money

Public service should be provided economically and efficiently in order to give citizens the best possible value for money.

Service Standards/the following are general service standards applicable to all departments

G1	Consumer Complaints, enquiries and requests	
G 1.1	Consumer Complaints	
	Time to respond to a verbal consumer complaints	Two working days
	Time to respond to a written consumer complaints	Two working days
	Time to resolve a consumer complaint	Two The weeks
G 1.2	Consumer enquiries	
	Time to respond to a verbal consumer inauirv	Five workina days
	Time to respond to a written consumer inquiry	Five workina days
	Time to resolve a consumer inquiry	Three weeks
G 1.3	Consumer reauest	
	Time to respond to a consumer verbal request	Five workina days
	Timei to respond to a consumer written request	Five working days
	Time to resolve consumer request	Three weeks

## RESPONSE

### Walk-in- Consumers

- Appropriate signage will be displayed to ensure easy access to our facilities.
- You will be received by informed and responsive staff
- We will identify who is serving you and who is in charge.
- We will attend to all complaints by keeping proper records.
- We will ensure that you receive feedback on all concerns raised.
- Where we are wrong we will apologize.

### Telephonic enquiries

Respond to telephone calls	7 rings
Responding to voicemail	2 da s

## E-mail response

Correspondence will be acknowledged within two working days, and be responded to two days. We will provide an estimate of time based on the complexity of the enquiry.

EM 1	Correspondence acknowledged	Within 2 working days
	Correspondence responded to	Within two working days

## ELECTRICITY AND ENERGY

### Service Standards

EE 2	<b>Providing a quotation to a consumer upon written Request</b>	Within 5 days working days
	Existing infrastructure can be used	Within 10 working days
	Network extension required	Within one month
	New network installation required	By agreement
	Industrial and commercial consumers	By agreement
EE 3	<b>Providing an electricity supply</b>	
	Existing infrastructure can be used	Within 30 working days
	Network extensions required -low voltage	Within two month
	Network extensions required -medium voltage	Within three months
	Network extension required - high voltage	By agreement
	New network installation required	By agreement
	Industrial and commercial consumers	By agreement
EE 4	<b>Service activities for credit metering</b>	
	Frequency of meter reading	Once per month
	Disconnections for non-payment	14 days after due date
	Reconnection following payment	Not later than a day after full payment.
	Account queries	Response within five working days

	Locked premises	Supply may be disconnected after two unsuccessful attempt to read the meter
	Meter accuracy queries	Within 15 working days
EE 5	Prepayment meterina	
	Provision of vending points	Where practical, within 5 km of each consumer
	Business hours of vending points	Normal work hours, 24 hour access
	Meter accuracy queries	Within 5 working days
	Disconnections for tampering	Upon detection
	Reconnection following payment	Not later than the first Working day after Full payment of fees
EE 6	Network faults	
	Fault reporting centre	A 24 hour telephonic service
EE 7	Restoration of supply after forced interruptions	
	One service connection affected	Four hours
	Up to five service areas affected	Six hours
	Up to 20 service areas affected	Eight hours
	Medium or high voltage outage- alternate Feeder available	Four hours
	Medium or high voltage outage-no alternate Feeder available	12 hours
EE	Notice of planned interruptions to be given	
	Notice of planned interruptions - small scale	48 hours
	Notice of planned interruptions-large scale	48 hours

EE 9	<b>Quality of supply</b>	
	Inform community about Non-compliance to defined voltage levels, voltage dips (Frequency and unbalance)	5 days before
EE10	<b>Non-core services</b>	
	Time taken to repair a single street light failure	Two working days
	Time taken to repair a streetlight section failure	Five working days
	Time taken to repair a high mast light failure	Five working days
	Time taken to replace a knocked down streetlight pole	Five working days
	Time taken to repair a condition where streetlight are on during day time.	One working day
EE11	<b>Alerts in terms of cable theft</b>	
	Time taken to respond	One hour

### Consumer responsibility

- Our consumers undertake to pay for the services received in full by the due dates as displayed on the bill.
- They must also report tampering and not illegally tamper with electricity networks.
- They must also maintain the electricity installation on your side of the electricity meter.
- They must report all unlocked electricity substations and boxes to the numbers indicate.
- Ensure the electricity meter on their property is easily accessible and use electricity and energy wisely to help conserve this resource.

### INFRASTRUCTURE RESOURCE

The service exist in order to provide good quality roads, public transport, civil works and a reliable, consistent, and uniform water supply at fair and acceptable cost, to each one of our consumers.



## ROADS, STORM WATER AND CIVIL WORKS

### Service Standards

R1	<b>Road infrastructure related services</b>	
	Time taken to repair a single pothole-in maior road	24 hours
	Time taken to repair a single pothole – in minor road	Five working days
	Time taken to repair a road following an open trench Service crossing	Five working days
	Time taken to repair kerb inlet	Twenty working days
	Time taken provide a driveway entrance after approval Of the application	Ten working days
	Time taken repair/replace kerbing	Twenty working days
	Time taken repair walkways	Ten working days
R2	<b>Road sians, Markings and Tariffs Signals</b>	
	Time taken to repair/replace a safety related regulatory Road sign	48 hours
	Time taken to repair/replace other minor road signs	10 working days
	Time taken to repair/replace an information/directional Sian	90 days
	Time taken to repair/replace a street name board	60 days
	Time taken to repaint road markings	15 working days
	Time taken to repair any traffic light fault-in major road (subject to electrical supply availability)	Four hours
	Time taken to repair any traffic light fault-in manor road (subject to electrical supply availability)	24 hours
R3	<b>Development applications(Roads and Civil Works)</b> Approval of building plans Residential buildings	60 working days

	/Industrial/ Commercial buildings	
	Comments on rezoning, subdivisions, SDPs and similar Applications	15 working days
	Comments on Town ship application	20 working days
	Approval of outdoor advertising applications(billboards)	Four months

## WATER SERVICES

### Service Standards

W1	<b>Providing a quotation to a consumer upon written request</b>	
	Application for permission to use existing infrastructure	Ten working days
	Application Water/ network extensions	Within one month
	Application for new network installation	By aareement
	Application for Industrial and commercial new network installation	By agreement
W2	<b>Providing a water supply</b>	
	Application for the usage of the existing infrastructure	Within fifteen working days
	Application for network extension by 110mm	Within two months
	Application for network extension by 160mm	Within three months
	Application for network extension by 200mm	By agreement
	Application for new network installation required	By agreement
	Industrial and commercial consumers	By agreement
W3	<b>Providing a sewer supply</b>	
	Application for existing infrastructure usage	Within 30 working days
	Application for network extension by 110mm	Within two months

	Application for network extension by 160mm	Within three months <sup>1</sup>
	Application for network extension by 200mm	By agreement
	Application for new network installation required	By agreement
	Industrial and commercial consumers	By agreement
W4	<b>Service activities for water service metering</b>	
	Frequency of meter reading	Once a month
	Disconnection for non-payment-business and industrial	14 days after the due date
	Reconnection following payment-business and industrial	First Working day after payment
	Response to Account queries	within 5 working
	Disconnection of supply to locked premises	After 2 consecutive unsuccessful attempt to read the meter
--	Response to meter accuracy queries	Within thirty working days <sup>1</sup>
	Disconnections for tampering with meters	Immediately upon detection
	Reconnection tampered meters	No later than the first working day after full payment of fees
	Replacement of water meter	Within 48 hours
W5	<b>Network faults</b>	
	Fault reported at customer service centre during office Hour is attended	Within 1 day
	Fault reported at control room or hotline after office Hour is attended	

	Urgent Repair / replacement of water pipe burst	
	Small water pipe bursts <ul style="list-style-type: none"> <li>• Minor losses</li> <li>• Major losses</li> </ul>	24 hours 6 hours
W6	<b>Restoration of supply after forced interruptions</b>	
	One service connection affected	Four hours
	Up to 5 service connections affected	Six hours
	Up to 20 service connections affected	Eight hours
	Feeder pipe larger than 800 mm	
W7	<b>Notice of planned interruptions-small areas</b>	
	Notice of planned interruptions to be given	Twenty four hours
	Notice of planned interruptions: large areas	Forty eight hours
W8	<b>Water quality</b>	
	Quality of drinking water	Comply with SANS 241
	Raising of Waste Water & Pollution charges	Monthly
	Termination of Industrial waste water consumers	Immediate
	Response to Industrial Effluent charge queries	One day
	Processing of applications for Industrial Effluent Discharge permit	Seven days
	Complaints regarding drinking water quality	Two hours
	Complaints regarding storm water and river water pollution	Two hours
	Minimum water flow	20 litres per minutes at outlet

	Low pressure complaints: Business & Industrial	6 hours
	Low pressure complaints: Residual	24 hours
W9	<b>Sewerage Services</b>	
	Severe overflow	Two hour response time
	Sewerage blockages: large pipes	Six hours
	Sewerage blockages : small pipes	24 hours
	Spillage clean-up	48 hours
	Replacement of manhole cover	24 hours

### Consumer responsibility

- Our consumers must undertake to pay for the services received in full by the due date, as displayed on the bill.
- Report tampering and not illegally tamper with municipal water systems.
- Maintain pipes and fitting on their side of water meter.
- Report all water leaks and sewerage blockages on the municipal side to the numbers indicated.
- Ensure the water meter on their property is easily accessible and use water wisely to help conserve these precious resources.

### EMPLOYEE ASSISTANCE SERVICES

#### SERVICE STANDARDS

E 1	<b>Policy</b>	
	<b>Policy</b> is reviewed	Annually
E2	EAP Policy	
	EAP Policy review	Monthly
E3	EAP Programme	
	EAP Programme submitted	Monthly
	Injuries at duty are investigated	Within 5 working days
	Referral of traumatized employees internally (Counseling within the municipality)	Within 5 days
	Referral of traumatized employees externally (Referral Centre or a private Psychologist)	Within 15 days
E4	Occupational Health and Safety	

	Occupational Health and Safety committee meeting	Monthly
	Occupational Health and Safety officer's Appointment from amongst the staff	A period not exceeding two years

## ENVIRONMENTAL HEALTH

The existence of this service centers around the protection, conservation and improvement of the environment and the quality of life through the integrated approach.

### Service Standard

EH1	Air quality management	
	Diesel driven vehicle testing	50 vehicles per month
	Ambient air monitoring	24 hour monitoring
	Registration of fuel burning appliances	Acknowledge receipt within three working days. Inspection within five days notice/registration within two working days
EH2	Food safety	
	Inspection of food premises	Once per month
	Non-food premises inspection	Once in three months
	Application of certificate of acceptability(GOA)	Acknowledge receipt within three working days
	Inspection of premises for issuing of GOA	Within five working days
	Issuing of GOA /requirement	Within 14 working days
	Sampling at milk parlours and other food premises	Once a month
EH3	Disposal of the dead	
	Inspection of funeral undertakers	Once a month
	Application for certificate of competence(GoG)	Acknowledge receipt within three working days. Inspection within five working days.
	Exhumation of bodies	Application acknowledgement within three

		workina days
EH4	<b>Surveillance of premises</b>	
	Child care institution inspections	Once a month
	Accommodation facilities	Once in three months
	Issuing of health certificates	Inspection within five working days. Issue notice within 21 working days
EHS	<b>Handlina of complaints</b>	
	Investigations of complaints received	Within 72 hours
	Complaints referral to other departments	Within 72 hours after investigation of complaint.
	Feedback to complainant	Within 24 hours after investiaations
EH6	<b>Vector control</b>	
	Elimination of bees at council premises	Within 24 hours
	Rodent control in public places-complaints	Within 24 hours
EH?	<b>Noise control</b>	
	Assessment for referred complaints	Within 48 hours
	Report of assessment	Within 10 working days
	Noise nuisance complaints	Refer to SAPS immediately.
EH8	<b>Control of communicable disease</b>	
	Notification response	Within 48 hours
EH9	<b>Law enforcement</b>	
	First notice	Within seven workina days
	Final notice	Within 30 working days
	IssuinQ of spot fines	Immediately
	Prosecution	After the expiry of final notice
EH10	<b>Round collection refuses removal</b>	
	Domestic	Once a week

	Business	Up to five times weekly
	Industrial	Up to five times weekly
	Business & Industry(bulk bins container services)	Per agreement. Minimum once a month.
EH11	<b>Litter picking</b>	
	Entrance & feeder routes	Once weekly
	Industrial areas	Per schedule
EH12	<b>Carcass removal</b>	
	SPCA	Once weekly
	At veterinary services	Once weekly
EH13	<b>Waste disposal sites</b>	
	Clearing of illegal dumping	Per request
EH14	<b>Cemeteries</b>	
	Active	Once a week
	Inactive	Once a month
	General request	Within 48 hours
	Exhumations	Within 14 working days
EH15	<b>Parks</b>	
	Turf parks	Once a week
	Developed parks	Once a week
	Underdeveloped parks	Once a month
	Open space	Once a month
EH16	<b>Facilities</b>	
	Rental of open spaces	Within 7 days
EH17	<b>Conservation</b>	
	Excess stock	Auction done bi-annually
	Council animal complaint	Within 24 hours
	Maintenance of wetlands	Within 7 working days
EH18	<b>Processing of development application</b>	
	Environment impact assessment	30 days
	Environmental management plans	60 days



	Internal applications	14 days
	Environmental awareness campaign	As per departmental calendar
	Environmental complaints	5 working days
	Environmental reporting	30 working days
	Land applications	Within 10 working days
	Environmental management plans	Within 60 working days

## HOUSING

This service exists in order to provide safe, reliable, uniform and consistent services in the following fields;

- Housing planning and policy
- Housing project implementation
- Housing support services and
- Property and institutional services

### Service standard

<b>H01</b>	<b>Emergency disaster</b>	
	Involving and attending to life threatening situations Such as sinkholes, floods, fire, etc.	One working day
	<ul style="list-style-type: none"> <li>• Housing related enquiries <ul style="list-style-type: none"> <li>Queuing</li> <li>Provisional waiting list</li> </ul> </li> <li>Issuing of title deeds</li> <li>• Capturing <ul style="list-style-type: none"> <li>Provincial waiting list; and</li> </ul> </li> </ul>	30 minutes 10 minutes  10 minutes  10 minutes

## COMMUNITY SAFETY

The disaster management centre and communications Services, Emergency and Licensing Services exist in order to provide a world class, effective and efficient service at an affordable and acceptable cost, to each one of the consumers.

### Service Standards

CS 1	Removal roaming animals from streets and roads
CS 2	Removal of dead carcasses from streets and roads
CS 3	Response to floods

## FIRE SERVICES

Service Standards are laid down by the SANS

### Service Standards

Risk category	Maximum Call receipt Dispatching Time( in minutes)	Turnout Time(in minutes)	Maximum Appliance Travel time (in minutes)	Maximum Total Attendance Time( in minutes)
A: central business districts and industrial areas of large towns(risk of life and fire loss is expected to be high)	2	1	5	8
B: Central Business district & industrial areas of smaller towns(risk of life & fire loss is expected to be moderate)	2	1	7	10
C:Residential areas of conventional construction	2	1	10	13
D:Rural areas with limited buildings	2	1	20	23
E: Special risks e.g.	Within the requirement of the appropriate risk category above			

large shopping centres, informal settlements, hospitals, prisons.	
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## LICENSING SERVICES

<b>L1</b>	<b>Providing registration and licensing services</b>	
	Registration of vehicle	1 45 hours
	Renewal of vehicle license	30 minutes
	Duplicate registration certificate	Three days
	Deregistration of vehicles	3 days
	Status change-errors e.g. chassis/engine number	21 days
	Tara changes	21 days
<b>L2</b>	<b>Providing special services</b>	
	Bulk registration	24 hours
	Speed service-drive thro_LJgh	15 minutes
<b>L3</b>	<b>Pavment methods</b>	
	Cheque	
	Cash	
	Account	
<b>L4</b>	<b>Restoration of svstem E-NaTIS</b>	
	One station affected	One – two weeks
	Three stations or more	Less than a week
<b>LS</b>	<b>Notice of planned interruptions</b>	
	System change NaTIS to E-NaTIS	One week
	Work done to improve capacity of svstems	Two days
	Maintenance/repairs	Two days
<b>L6</b>	<b>Non-core services</b>	
	Public awareness campaign	Annually
	Open days	Annually
<b>L7</b>	<b>Providing a testing service for motor vehicles and drivers</b>	
	Testing of learner's license	One hour
	Testing of driver's license	45 minutes

	Issuing of learner's license	15 minutes
	Issuing of temporary driver's licence	10 minutes
	Manufacturing of card type driver's licence	Six weeks
	Application of professional driver's permit	20 minutes
	Testing of motor vehicle for road worthiness	30 minutes
	Issuing of a roadworthy certificate	10 minutes
	Issuing of instructor certificate	15 minutes
L8	<b>Satellite Renewal Centre</b>	
	Renewal of card type driver's license	20 minutes

## FINANCE

The department exists to manage the Finance business of Makhuduthamaga and to provide accurate municipal accounts to each one of our consumers.

### Service Standards

F1	<b>Query functions</b>	
	Time spent in queue	20 Minutes
	Time taken to provide a duplicate statement	5 minutes
	Time taken to provide reading financial details on electricity And water consumption	10 Minutes
	Time taken to provide details on a water leak	15 Minutes
	Time taken to resolve a misallocation of a payment	15 Minutes
	Time taken to open a new municipal services account- Existing services	20 Minutes
	Time taken to open a new municipal account	20 Minutes
F2	<b>Cashier</b>	
	General conditions of payment facilities	Clean and well maintained
	Time spent in a queue	15 minutes
	Processing of information	5 minutes
	Prepayment meter vending point-at pay points	At every cashier point
F3	<b>Deposits</b>	
	Existing connection	20 minutes
	Vacant stand	20 minutes

F4	<b>Clearance certificate</b>	
	Issue clearance figures	15 working days
	Issue clearance certificate	5 working days
	Issue of valuation certificate	3 working days
	Assessment rates queries	20 minutes
F5	<b>Credit control function</b>	
	Concluding of an agreement to pay off areas	20 minutes
	Disconnection of non-payment	14 days after due date
	Reconnection following payment	From three hours , after the full payment
F6	<b>Creditor Payments</b>	
	Time taken to register a new sunnlier	5 working days
	Time taken to pay a supplier electronically	12 working days
	Time taken to pay a supplier by a cheque	30 working days
	Electronic e-mailing of remittance in respect of electronic Payments	4 working days
	Electronic e-mailing of remittance in respect of electronic Payments	4 working days
	Mailing of remittance in respect of cheque	2 days
F7	<b>Bids</b>	
	Time taken to issue appointment letter to successful bidders	4 working days
	Time taken to award a bid after the closing date of the bid	45 working days
	Time taken to produce an official order	5 working days
	Time taken to respond to enquiries/complaints by supplier And service providers	14 working days
F8	<b>Procurement function</b>	
	Time taken to obtain quotes below R30000	2 working days
	Time taken to obtain quotes above R30000	9 calendar days
	Time taken to evaluates quotes after close	4 working days
	Time taken to generate "emergency purchase order"	1 working day
	Time taken to pay SMMEs	14 working days
	Time taken to register bidders after close of quotes	2 working days
F9	<b>Budget office</b>	
	Processing of budget re-allocation request(after approval By HOD,MM and CEO)	2 days
	Budget adjustment	Annually
	Render financial comments	5 days

	Submission of monthly financial reports	Monthly
	Preparation and submission of statutory reports to relevant stakeholders	Within 10 working days
	Preparation and adoption of a budget	Annually
	Submission of approved budget to the National and Provincial treasury	
<b>F10</b>	<b>Revenue and expenditures</b>	
	Preparation of bank reconciliation	Monthly
	Preparation of traffic fines collection report	Monthly
	Preparation of arrear debtors analysis	Monthly
	Preparation of VAT and tax returns	Monthly
	Payment of creditors	Within 30 days
<b>F11</b>	<b>Assets</b>	
	Goods receipt note must be issued when goods and Services are received	Within 1 day
	Delivery note must always be signed when goods are Delivered	One the same day
	Asset delivered must be recorded in the asset register	Within 2 days

## Performance Management System

The performance management system integrates the IDP and Budget and thus provide mechanism to track and measure performance of the institution and the individuals.

## Service Standards

	Review of PMS policy	Annually
	Signing of PMS contracts	Within 60 days after budget approval or as soon as new employee appointed
	Submission of SDBIPs to Mayor	14 days after budget approval
	Submission of SDBIPs to council	30 days after budget approval
	Publication of SDBIPs in media	15 days after council approval

## SPORTS, RECREATION, ARTS AND CULTURE

The service exists in order to ensure the promotion and coordination of sport, recreation, cultural activities and provision of library services. Through these services; the service aim to contribute to social cohesion, peaceful society and a creation of enabling environment for sport, recreation and culture to flourish. The scope of services offered is as follows:

- Render community sport and recreation development services;
- Research on the needs in communities for sports development;
- Marketing of sport development programme
- Rendering of sport and recreation development services in communities by promotion of mass sport participation within communities
- Promote and co-ordinate performing arts services to ensure people development and job creation;
- Promote and coordinate visual and creative art services to ensure skills development, job creation and contribute toward poverty alleviation;
- Administer declared heritage facilities towards urban renewal and cultural identity;
- Render museum and heritage services to ensure people development and social cohesion
- Promote multilingualism
- Provide library and information services to communities; and
- Manage archival records.

### Service Standards

S1	Provision of facilities	
	Mobile libraries	3 days a week
	Arts centers	7 days a week
	Informal soccer fields	7 days a week
	Community Halls and Recreation/Youth centers	7 days a week
	Libraries	6 days a week
S2	Provision of programs	
	Art and sport development	Daily
	Recreation	Holidays
	Craft education	Daily
	Literacy and reading	Daily
	Indigenous knowledge	Daily
S3	Maintenance of facilities	
	Cleaning	Daily

	Grass cutting(Sport,Recreation,Arts and Culture )	Twice per week
	Repairs of structural defects in consultation with Building maintenance	Per norms and standards
S4	<b>Upgrade of facilities</b>	
	Renovations	Per project plan
	Major upgrades	Per project plan
S5	<b>Community participation</b>	
	Media enquiries	As per deadline
	Consultative Forums	Quarterly
	Workshops	Set programs

## DEVELOPMENT

This Services exist to ensure coordinated and harmonious development of the Makhuduthamaga Municipal area in such a manner that will promote the health, safety, goods order, amenity convenience and general welfare of the area and its people.

### Land use management

- To implement a uniform Land Use Management System
- To process applications speedily
- To control land use effectively; and
- To provide development advice

### Spatial Planning

- To formulate development policy
- To manage strategic special project/programs
- To liaise with stakeholders at strategic planning level;
- To provide information and support in terms of spatial planning; and
- Spatial Form and Urban regeneration



## Planning Support Services

- To establish and provide relevant information
- To perform specific GIS projects/research
- Provide for land survey and registration; and
- Provide for GIS support and analysis.

## Municipal Development service standards

### Service Standards

D1	Township establishment	!
	Acknowledgement of receipt	Four days
	External circulation	60 days
	Internal circulation	Four weeks
	Advertisement time for objections	28 days
	Without objections and comply with policy: Decision	Five weeks
	Without objection and against or no policy :Decision	Five weeks
	If objections received, objections to applicant for	9 weeks
	Comments, draft conditions of establishment	
	If objection , report to Tribunal	Three months
	Appeal by owner or objector(MEC decision)	12 months
D2	Removal of restrictions	
	Acknowledgement of receipt	Four days
	Internal circulation	4 weeks
	Advertisement time for objections	28 days
	Without objections and <u>CO' T Jply</u> with policy: Decision	5 weeks
	Without objection and against or no policy :Decision	7 weeks
	If objections received, objections to applicant for	6 weeks
	Comments	
	If objection, report to Tribunal	3 weeks
	- Appeal by owner or objector(MEC decision)	12 months
D3	Rezoning	
	Acknowledgement of receipt	Four days
	External circulation	60 days
	Internal circulation	Four weeks
	Advertisement time for objections	28 days
	Without objections and comply with policy: Decision	6 weeks
	Without objection and against or no policy :Decision	6 weeks
	If objections received, objections to applicant for	6 weeks
	Comments,	
	If objection , report to Tribunal	3 months
	Appeal by owner or objector(MEC decision)	12 months

D4	<b>Consent use application</b>	4 days
	Acknowledgement of receipt	4 weeks
	External circulation	4 weeks
	Internal circulation	4 weeks
	Advertisement time for objections	28 days
	Without objections and comply with policy: Decision	6 weeks
	Without objection and against or no policy :Decision	7 weeks
	If objections received, objections to applicant for Comments,	6 weeks
	If objection , report to Tribunal	3 months
	Appeal by owner or objector(MEC decision)	12 months

## LEGAL AND ADMINISTRATIVE SERVICES

The list of administrative services and their influence on consumers:

- Consumers expect swift administration action regarding:
  - o Passing or amendment of a by-law
  - o Passing or amendment of a tariff
  - o Approving or amendment of a policy; and
  - o Approving or amendment of a delegation of power
- Consumers expect to be informed of new by-laws, tariffs, policies and delegated power in a swift and effective manner.
- Consumers expect that all the legal requirements set in terms of the relevant legislation be met in the processes followed

### Legal and Administrative Consultation Process

The process of consultation commences as soon as a resolution of the Council has taken a decision to commence with Public Participation. The first step in the promulgation of by-laws and tariffs is the advertising of the intention in the approved news media and municipal notice boards, inviting the community to inspect the documents as well as conducting ward based and village based public consultations. The next step is the publishing of the full by-law or tariff in the Provincial Gazette. The tariffs with an effective date are published on the website, intranet and e-mailed to all institutions and sector departments who should a copy. Policies and delegations are converted and entered into the relevant registers which are published on the intranet and e-mailed to all municipal departments.

	Convert and edit approved delegation in the format Required	after receiving the Council minutes ,
	Publication on intranet and e-mail to all departments	Two days
L4	Incorporation of Council approved Delegation in the Municipality's delegation register	5 working days
	Convert and edit approved delegation in the format Required	Within 10 working days after receiving the Council minutes
	Publication on intranet and e-mail to all Departments	Two days

Within 8 working days



## COMMUNICATION AND MARKETING

The key focus of the Communication Department is to inform and educate all internal and external stakeholders of the Makhuduthamaga Municipality on Council policies, procedures, projects, resolutions, initiatives and services offered.

### Service Standards

M1	<b>Media Liaison</b>	
	Respond to media enquiries from the local media	Within 48 hours
	Respond to media enquiries from the national media	Within 24 hours
	When a request for information is transferred to Another office or department, that office or Department should respond within 20 hours in order For the media to respond within 24 hours	Within 20 hours
	Monitor media tendencies related to the municipality	Daily
	Develop and disseminate media statements on Services ,challenges and success stories	20 media releases per month
	Host the media council meeting	Quarterly
	Inform stakeholders on interruptions of critical Services due to planned maintenance, e.g. power Outages	14 days prior
	Identifying interviewing opportunities	Continuous
	Media traininas of politicians and officials	Once off
	<u>Request to arran</u> media conference	Within 72 hours
M2	<b>Electronic publications</b>	
	Publish By-laws and tariffs on the website	Continuous
	Publish Public Private Partnership on the website	Continuous
	Publish Service Level Agreement on the website	Continuous
	Publish awarding of bids on the website	Continuous

	Advertise bids on the website	<u>Continuous</u>
	Publish banking services on the website	Continuous
	Publish top structure remuneration packages and Performance agreements	Continuous
	Publish the Municipal Properties Rates Acts	Continuous
	Publish financial statements on the website	Continuous
	Publish inputs for the budgets on the website	<u>Continuous</u>
	Publish the annual report on the website	Annually
	Publish the growth and development strategy on the Website	Continuous
<b>M3</b>	<b>Print publication</b>	
	Publish and distribute external newsletter for external Stakeholders	Monthly
	Publish and distribute an internal newsletter for staff	Bi-monthly
	Publish and distribute an annual report	Annually
	Publish and distribute a full term report	Every five years
	Publish and distribute the State of the city Address	Annually
	Publish and distribute the Budget Speech	Annually
	Publish and distribute a poster for a project for Department	10 days
	Produce an invitation, programme and name tag for an Event	10 days
	Produce an information booklet for a department i.e HR booklet, Consumer Guide	Two months
	Produce an information brochure for a department	Three weeks
<b>M 4</b>	<b>Events Management</b>	
	Book a venue for municipality event	Within three days
	Compile a programme for an event	Within three days
	Compile a guest list for an event	Within three days
	Send out an invitation for an event	Two weeks prior to the event
	Obtain promotional items for an event	Two weeks
	Co-ordinate logistics for an event	Three weeks
	Arrange catering for an event	Five days
	Obtain sponsorship	Four months
	Develop a sound itinerary for high profile guest	When required
	Plan and maintain diary of events of the Special Projects section	Continuous
<b>M5</b>	<b>Advertising</b>	
	Compile and update Advertising Strategy/Plan	Annually
	Arrange exhibitions locally	At least four per year
	Advertisement in print publications	As per advertising

		strategy
	Arrange electronic advertisement( radio)	As per advertising strateav
	Arrange billboards advertisement	As per advertising strateav
	Ensure that all stakeholders understand Makhuduthamaga municipality's brand and rally Support around the brand	Continuous
	Package identified investment opportunities	As and when required
M6	<b>Marketina</b>	
	Improve the consumer's experience of the service	4 campaigns per year
	Offering marketing support to the departments	As and when required
	Conceptualizing, designing and promoting projects	As and when required
M7	<b>Communications</b>	
M7.1	<b>External Communication</b>	
	Draft and update Corporate External Communication Strategy	Draft-every 5 years Update-Continuous
	Implement strategy	Continuous
	Draft Departmental Project Communication Strategies	As and when required
	Implement Departmental Communications Strategies	As per strategy
	Give communication support to the Celebration Of national Days	As per national Day
M7.2	<b>Internal Communication</b>	
	Draft Corporate internal Communication Strategy	Draft-every 5 years Update-Continuous
	Implement strategy	
	Draft Departmental Project internal Communications strategy	As and when required
	Implement Departmental internal Communications Strategies	As per strategy
	Give communication support to internal function Of the Council such as Employee Excellence Award, Mayoral Soccer Challenge Cup	As and when required
	Raise awareness of Council processes and Projects through weekly bulletin	Weekly

## LABOUR RELATIONS SERVICES

### SERVICE STANDARDS

LR	<b>Labour Relations</b>	
	Labour Relations policy is reviewed	Once a year
	Grievances are finalized	Within two weeks upon receipt
	Labour relations officers	Trained twice a year
	Supervisors are trained on grievance and disciplinary procedures	Once a year
	Simplification of grievances and disciplinary procedures are reviewed	Once a year
	Local Labour Forum meets	Once a year
	Labour unrest cases are responded to	Within 24 hours
	Misconduct cases are finalized	Within three months
	Labour relations reports are presented to management	Monthly
	Labour disputes are resolved	Within a month
	Bilateral consultations are held with various departments	At least thrice a year
	Implementation of employment equity plan is monitored	Quarterly
	Employment equity report is published and submitted to department of Labour	Every six months

## CLIENT SERVICES

### SERVICE STANDARDS

C1	<b>Strategic Management</b>	
	Annual strategic plan is reviewed	November each year
	First draft of the strategic plan is compiled	November each year

	Second draft of the strategic plan is compiled	Beginning of December each year
	Formation of IDP Steering Committee	January each year
	Review of Municipal Code	January each year
	Review of Policies	January each year
	Review of Organisational Functional Program	March
	Service standards are reviewed	March each year
	Client Satisfaction Survey is done	Once a year
	Municipal service excellence award ceremony is held	During July each year
	Progress report on the investigation of service standards complaints is furnished to both the complainant and Municipal Manager.	Monthly

## ORGANIZATIONAL DEVELOPMENT

### Service Standards

OD1	ISSUE	PERIOD / TIME FRAME
	Organizational structure is evaluated and reviewed	Annually
	Upgrading/downgrading of posts/components	Done within 3 weeks of approval
	Abolishment/rationalization assessment survey	Done 30 days from the receipt of official request
	Directives/requests are received and study analyzed	Within a day
	Information is gathered from stakeholders	Within 3 days
	Organizational performance audits are performed	Every six months



## ECONOMIC DEVELOPMENT

The focus of economic development department is to facilitate a conducive environment where all can participate in a wealth generating local economy by focusing on economic growth, empowerment and transformation. The process of consultation in the economic development department takes place through a multitude of forums/workshops/conferences/summits which includes the mining forum, co-operatives forums and street trading public meetings. The annual business week also forms part of the consultative process

### Service Standards

ED1	<b>Facilities management</b>	
	Time taken to respond to requests on departmental days facilities	3
	Time taken to effect maintenance on departmental days facilities	30
ED2	<b>Appointments and payments</b>	
	Time taken to obtain quotes below R30 000,00	3 days
	Time taken to advertise auotes above R30 00,00	9 calendar davs
	Time taken to evaluate quotes after close	5 workina
	days Time taken to generate an "Emergency purchase order"	2 working
	Time taken to pay SMMEs in conjunction with Finance	14 working davs
	Time taken to reaister bidders after close of quotes	2 workina days
	Time taken for normal payments	30 working days

## INTERGRATED DEVELOPMENT PLANNING

The scope of services offered is as follows:

- Co-ordination and managing the IDP review process
- Public participation in terms of the IDP implementation and review
- Alignment with National and Provincial programs ;and
- Alignment with adjacent municipalities

### Service Standards

IDP1	<b>Provision of facilities</b>	
	Mayor tables report to council to start IDP process	September
	Community Based Planning and input to IDP	October
	Departmental reviews of IDP	January
	Tabling the draft reviewed IDP to Executive Committee and council	End of February
	Publish draft reviewed IDP for comments	March
	Public participation on draft IDP	March to April
	Submit final review to the reviewed IDP to Council	End of April
	Submit final review of the serviced IDP to the MEC	May

Accounting Officer:

Name:

Signature:

Date:

